

Chapter 1: Overview

Meridian IVR Fax Response allows you to create Meridian IVR applications that can send and receive facsimiles (faxes/telefax). For example, you can set up an application whereby a caller has the option to obtain information over the phone, be connected to a live attendant, receive a fax, or send a fax to the application.

Meridian IVR Fax Response is integrated into the Meridian IVR application through cells available on the Meridian IVR palette. Meridian IVR Fax Response is an optional feature that you can add to the basic Meridian IVR system.

A fax can be a T4 file or a file with embedded commands to merge a special form, logo, and/or signature with your text.

Functional description

Meridian IVR Fax Response gives callers the ability to send and receive faxes by telephone through Dual Tone Multi-Frequency (DTMF) and audio as part of a Meridian IVR application.

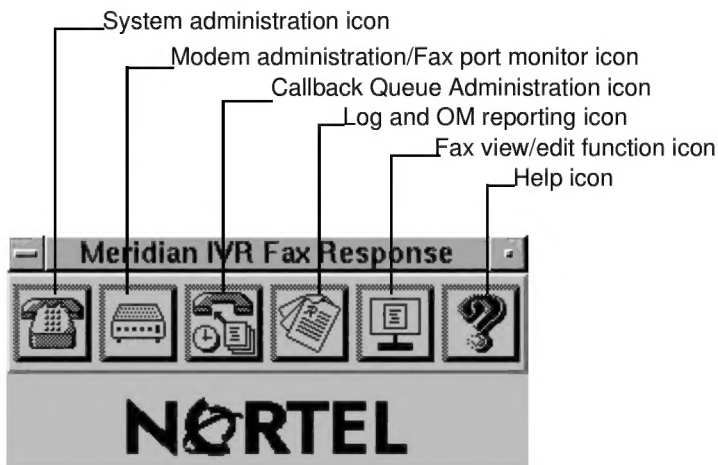
Key features of Meridian IVR Fax Response are

- seamless integration of interactive voice response/fax functionalities
- ability to receive a fax in the same call
- ability to send a fax in the same call, or schedule a fax for later delivery
Scheduling fax delivery at night can save on long distance charges. It also prevents your customers' fax machines from being tied up in the day.
- multipage fax sending or receiving
- fax print capability on the Meridian IVR laser printer
- fax view/edit capability on the Meridian IVR Super VGA monitor
Fax View/Edit is an X windows application that allows an application developer or administrator to interactively view/modify faxes or print faxes.
- fax administration functionality on Meridian IVR
- fax files that build faxes dynamically at run-time
The fax files can reference data that changes from call to call, allowing customized faxes to be sent on each call. The available data includes ASCII data/graphics (for example, text, signature, logo) to overlay, or ASCII data to convert to fax-ready format fonts.
- the ability to incorporate into a fax the data that is collected from a host or SQL database

The Meridian IVR Fax Response main menu

The Meridian IVR Fax Response main menu is an icon-based interface similar to the Meridian IVR main menu. By clicking on the icons, you gain access to the six interfaces for developing and managing applications (see Figure 1-1).

Figure 1-1
Meridian IVR Fax Response main menu



The main menu is invoked automatically when you log in a Meridian IVR Release 2 system that has the Meridian IVR Fax Response option installed.

Clicking on the icons in this menu enables you to invoke the Meridian IVR Fax Response functions and the corresponding windows. You can run several copies of each window at the same time.

Fax System administration icon

The system administration icon, as shown in [Figure 1-2](#), allows you to access the System Administration window and to exit, thereby closing the main window.

Figure 1-2

Fax System administration icon with pull-down



Modem administration icon

The modem administrative icon, as shown in [Figure 1-3](#), provides you with a pull-down menu of window options including Modem administration and Fax port monitor.

Figure 1-3

Modem administration icon with pull-down

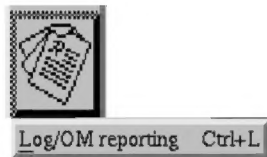


Callback queue administration icon

The Callback queue administration icon, as shown in [Figure 1-4](#), allows you to access the callback queue.

Figure 1-4**Callback Queue administration icon with pull-down****Fax Log/OM reporting icon**

The Fax Log/OM reporting icon, as shown in [Figure 1-5](#), gives you access to all logs generated by the fax system in the last seven days as well as call traffic logs.

Figure 1-5**Fax Log/OM reporting icon with pull-down****Fax view/edit icon**

This icon, as shown in [Figure 1-6](#), provides access to the fax view/edit windows.

Figure 1-6**Fax view/edit icon**

Help icon

The Help icon, as shown in **Figure 1-7**, enables you to access the help system's overview of operations on the system.

Figure 1-7
Help icon



Hardware

Meridian IVR Fax Response requires the Meridian IVR application processor (AP) to be equipped with a Dialogic Internal 4-port Fax Card (VFX/40E).

Software

Meridian IVR Fax Response comes with the following software components:

- Meridian IVR Fax Response cells for the Meridian IVR Graphical Applications Editor which are the building blocks of applications. These applications enable you to request a same call fax line, release a same call fax line, send or receive a same call fax, and queue a callback fax for later transmission, all within the Meridian IVR application. You can also dynamically create fax files.
- The Meridian IVR Fax Response administration component allows you to manage the Meridian IVR Fax resources. For example, you can add, delete, configure, enable, or disable a modem.
- UNIX tools allow you to process fax documents by formatting them, printing them, or submitting them to the callback queue for delivery.